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**Cc:** CN=Kelly Smith/OU=ADA/O=USEPA/C=US@EPA;Steve Hawthorn[]; Steve Hawthorn[]  
**From:** CN=Alice Gilliland/OU=CI/O=USEPA/C=US  
**Sent:** Fri 7/20/2012 5:28:35 PM  
**Subject:** Fw: SMO Portal Registration and Additional Information  
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We can ship today. Rick, please register in the SMO (see below). I assume Steve and Holly will want to register too.

Will let you know about the shipping address asap.

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----- Forwarded by Alice Gilliland/CI/USEPA/US on 07/20/2012 01:24 PM -----

**From:** "Kramer, Caroline" <ckramer5@fedcsc.com>  
**To:** Alice Gilliland/CI/USEPA/US@EPA  
**Cc:** Michael S Johnson/DC/USEPA/US@EPA, "Bauer, Heather" <hbauer3@fedcsc.com>, "Hoddinott, Kristin" <khoddinott@fedcsc.com>, "Jarosz, Margaret" <mjarosz@fedcsc.com>  
**Date:** 07/19/2012 12:29 PM  
**Subject:** SMO Portal Registration and Additional Information

Good afternoon Alice,

As we work to get your first projects processed through SMO, I wanted to take a moment and provide you with some additional information. As of right now, I don't believe you or any other ORD users have registered in the SMO Portal. ORD has been successfully added as an organization and everything is set up for your registration. The SMO Portal can be located at <https://epasmoweb.fedcsc.com>. If you or anyone else needs assistance while completing the registration process you can contact the Help Desk at 703-818-4200 and we can walk you through the process. Once you are registered we can assist you in entering your projects in our ASR (Analytical Services Request) tool. As you saw in the webinar demonstration last week, this is the request tool that allows you to submit Cases (project requests) to SMO.

I just spoke with Mike and it sounds like we are going to proceed with routine scheduling for this first project that you would like to ship this afternoon. In order to get this project scheduled and processed, we will need to have the Case entered into the SMO Portal.

We also have a specific Regional Coordinator, Margaret Jarosz, that has been assigned to work with ORD. The Regional Coordinator's role is to assist you in submitting requests, processing Modified

Analysis Solicitation, and helping to resolve any issues that arise during the shipping, log in, and/or analysis of samples at the assigned laboratory. Margaret Jarosz has been with CSC for over two years and has experience as a Regional Coordinator for several Regions and buy-in clients. I have provided her contact information below:

Margaret Jarosz  
mjarosz@fedcsc.com  
703-818-4351

Please let me know if you have any questions or if there is anything else we can do to help as you get familiar with our systems and processes.

Thanks,

CAROLINE L. KRAMER  
Environmental Coordinator - Team Leader  
CSC

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